

Cisco Certified Technician Supporting Cisco Collaboration Devices (CLTECH)

Course Duration: 12 Hours

Course code: CLTECH

1. Course Overview

The Cisco Certified Technician Supporting Cisco Collaboration Devices (CLTECH) course focuses on the skills required for onsite support and maintenance of Cisco® collaboration endpoints and operating environments. Technicians in this area must be able to identify Cisco collaboration endpoint models, accessories, cabling, and interfaces; understand the Cisco collaboration software and identify commonly found software; and be able to use the Cisco Command-Line Interface (CLI) to connect and service products. You will increase your competency in collaboration fundamentals, use common network tools for Data, Video, and Voice infrastructure components, perform common service-related tasks specific to Cisco Collaboration products, and achieve basic troubleshooting tasks including replacing hardware due to failure or upgrade.

2. What you'll learn?

After completing this course you should be able to:

- Use basic Cisco software configuration and tools: CLI commands, Tera Term, Putty, file transfer protocols, USB Storage, serial connections, and Windows
- Describe video and collaboration fundamentals and Cisco collaboration products, including software and hardware components
- Perform remedial services (hardware break/fix) on Cisco collaboration products including software and configuration backup and restore, test calls, software upgrade/downgrade, endpoint resets, and change passwords

- Recognize correct connections and configuration
- Perform basic Layer 1 and basic Layer 2 troubleshooting

3. Target Audience

This course is ideal for:

- Field engineers and technicians supporting Cisco collaboration devices
- Entry-level support personnel working in on-site support roles
- Professionals preparing for the Cisco Certified Technician (CCT) Collaboration certification
- Anyone seeking to develop foundational knowledge in Cisco collaboration technologies

4. Course content

- **Collaboration Environment Overview**
Infrastructure Overview
- Cisco Converged Network
- Introducing Cisco Collaboration Technology and Solution
- Basic Video Concepts
- Evolution of Cisco IP Video Solutions
- Cisco Conferencing Infrastructure Overview
- Cisco On-Premises, Cloud, and Hybrid Deployments
- Cisco Webex® Product Lines and Their Components
- Cisco Unified Communications Manager IM and Presence Service

Introducing Cisco Unified CM

- Cisco Collaboration Endpoints Equipment and Related Hardware
Cisco Webex Desktop Series Hardware Components
- Cisco Webex Board Hardware Components
- Cisco Webex Room Kit System Hardware Components

- Cisco Webex Room 55 and Cisco Webex Room 70 G2 Hardware Components
- Cisco Webex Room Panorama Immersive System Hardware Components
- Cisco MX and SX Quick Set and SX80 Codec
- Cisco TelePresence® IX-5000 Hardware Components
- Cisco Collaboration Peripherals Hardware

Service-Related Knowledge

- Basic IP Settings
- Use CLI Commands
- Use a Terminal Emulator for a Console Connection
- Use a Serial Connection to the CLI
- Connect to the Web Interface
- Use File Transfer Protocols
- Use USB for File Transfers
- Backup and Restore
- CLI Commands for Hardware Status and Verification
- Perform a Test Call
- Use the Touch 10 Controller to Find System Information
- Manage the Lists of Trusted Certificate Authorities (CAs)
- Manage Software
- Add an Option or Release Key
- Reset Endpoint Devices
- Change the Device Passphrase
- Find and Edit IP Information
- Access Device and Setup Configuration
- Identify MAC Address Mismatch
- Determining Endpoint Device Status
- Special Safety Precautions

- Hardware Replacement
- Verifying Successful Operation
- Content Sharing
- Speaker Tracking
- Snap to Whiteboard
- Presenter Tracking

